

Eutectics IPP Softphone Application – Compatibility Chart

The Eutectics IPP (Internet Power Phone) Softphone application provides the link between your Eutectics USB Phone device and the third party softphone on your PC. IPP Softphone software gives you the ability to control your PC softphone directly from the Eutectics Phone – without the need for the PC mouse or a separate Headset device.

If your PC softphone is not listed in the compatibility chart below as being supported you can still use your Eutectics USB Phone as an audio device – allowing you to free up your PC speakers for Music or games. The additional functions such as Hookswitch, Ringer and Dialing keys will not be supported.

Please note that this compatibility chart is updated frequently. If you want the latest information available please contact your Eutectics representative or visit our website Integration page <http://www.eutecticsinc.com/products/itegration.html> for the latest information.

| Vendor | Application | Version | Hookswitch | Dialing | Ringer | CLI | Special | |
|-------------|---|-----------|--|---------|--------|-----|---------|--|
| Avaya | IP Soft Phone OneX Communicator | latest | Yes | Yes | Yes | NO | Yes | |
| Cisco | IP Communicator | latest | Yes | Yes | Yes | NO | Yes | |
| Cisco | IP Softphone | latest | Yes | Yes | Yes | NO | Yes | |
| Nortel | i2050 Softphone | latest | Yes | Yes | Yes | NO | Yes | |
| Microsoft | OCS 2007 | latest | Yes | Yes | Yes | NO | Yes | |
| Ericsson | ECC | latest | Yes | Yes | Yes | NO | Yes | |
| 3Com | pcXset | latest | Yes | Yes | Yes | NO | Yes | |
| Siemens | Opticlient 130 | V2.0 | Yes | Yes | Yes | NO | Yes | |
| Toshiba | IPT | latest | API Integration provided by Manufacturer | | | | | |
| Aastra | 2380 and 1600 | latest | API Integration provided by Manufacturer | | | | | |
| Yahoo | Messenger | 8.1.0.249 | Yes | Yes | Yes | NO | Yes | |
| Skype | Skype | 3.X | Yes | Yes | Yes | Yes | Yes | |
| CounterPath | Xten Eyebeam | latest | Yes | Yes | Yes | NO | Yes | |
| IP Blue | VTGO | latest | API Integration provided by Manufacturer | | | | | |
| ShoreTel | Version 7 | latest | API Integration provided by Manufacturer | | | | | |
| Alcatel | Omni PCX Enterprise & Office 4980 Softphone Pimphony Multimedia | latest | API Integration provided by Manufacturer* NOTE: Dialing not supported. | | | | | |

| | | | | | | | |
|-------------------|---------------|-----------|--|-----|-----|----|-----|
| Swyx | SWYX Ware | latest | API Integration provided by Manufacturer | | | | |
| DeTeWe | (see Sphere) | latest | API Integration provided by Manufacturer | | | | |
| Vertical Networks | Vertical | latest | API Integration provided by Manufacturer | | | | |
| EyeP Media | EyePhone | latest | API Integration provided by Manufacturer | | | | |
| MediaStreams | ePhone | latest | API Integration provided by Manufacturer* NOTE: Dialing not supported. | | | | |
| Sphere | Spherical 4.0 | latest | API Integration provided by Manufacturer | | | | |
| Crystal Voice | | latest | API Integration provided by Manufacturer | | | | |
| Oaisys | Netphone | latest | API Integration provided by Manufacturer | | | | |
| Firefly | Softphone | latest | API Integration provided by Manufacturer | | | | |
| SNOM | Softphone 360 | 5.3 | Yes | Yes | Yes | NO | No |
| DIAX | DIAX Phone | latest | API Integration provided by Manufacturer | | | | |
| Google | Google Talk | 1.0.0.104 | Yes | Yes | Yes | NO | Yes |
| SJ Phone | SJ Phone | latest | API Integration provided by Manufacturer | | | | |

Basic Installation Process

The basic installation process is below. For individual softphones you should visit the Eutectics support page. <http://www.eutecticsinc.com/products/itegration.html>

Before you begin:

Ensure you have an update copy of your Operating system including Direct X8.1 or higher. You can download this update free of charge from Microsoft at the following links. Click [here for Windows 98/ME](#) or click [here for Windows 2000/XP/Vista](#) to download the latest version. (Hint: Windows XP users and anyone who has the latest Windows Updates will not have to do this step.)

Step 1:

Install the third party Softphone – for example Cisco IP Communicator. You may need your Network Administrator to assist you in getting this done.

Step 2:

Download and install Eutectics IPP Softphone integration software. Follow this link <http://www.eutecticsinc.com/products/itegration.html> to install the software.

Step 3:

Plug in the Eutectics IPP Phone to the PC and let it install itself. When you are prompted for the location of the drivers, enter "C:\programs files\eutectics****-IPP_Softphone\Drivers" as the file path.

Step 4:

Configure the third Party Softphone software to use the IPP Phone. This is specific to the individual Softphones – so please consult the specific installation guide for your softphone - <http://www.eutecticsinc.com/products/itegration.html>

eutectics

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Using the Phone

Using your third party Softphone with the Eutectics IPP phone is very simple. To place a call, just lift up the handset. You will automatically cause the softphone to pop up and you will get a dialtone. To dial you can use either the keypad on the phone or the keyboard of the PC.

Eutectics Local Ring Control

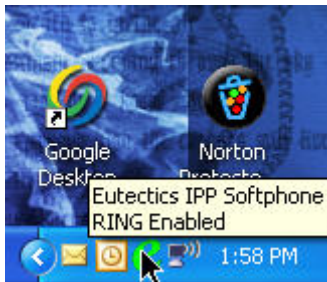
The Eutectics Softphone allows two RING modes – Local Speaker RING and DEVICE RING.

In DEVICE RING mode – only the device internal ringer will be used. This will work properly for the Eutectics Devices that have internal ringers – such as the IPP700, IPP2000, IPP400 and IPP500 series of phones.

The IPP200 series does not have an internal ringer and should normally be set to us the Local Speaker RING mode.

Setting the mode is as follows:

Mouse Over the Eutectics green E in the systems tray. The Tooltip will pop up and tell you the current status of the Local Speaker RING.



Left click on the 'E' and you will get a pop up menu – asking you if you want to change the RING status.



Selecting the YES option will either ENABLE or DISABLE the Local Speaker Ring – as described in the Menu.

This setting will persist through a reset as it is saved on the PC.

Answering a Call

If another user is calling you will hear a RING from your PC speakers and you will see the indication on the Cisco client.

To answer the call simply lift the handset from the cradle. The call is automatically answered and you will be talking with the person who called you.

Setting the Sound Levels

If you are having trouble hearing the called party or they are having trouble hearing you please check the Sound Levels on your PC. You can check the levels using the following procedure:

To check and adjust the Master Volume Control on windows XP please use the following procedure:

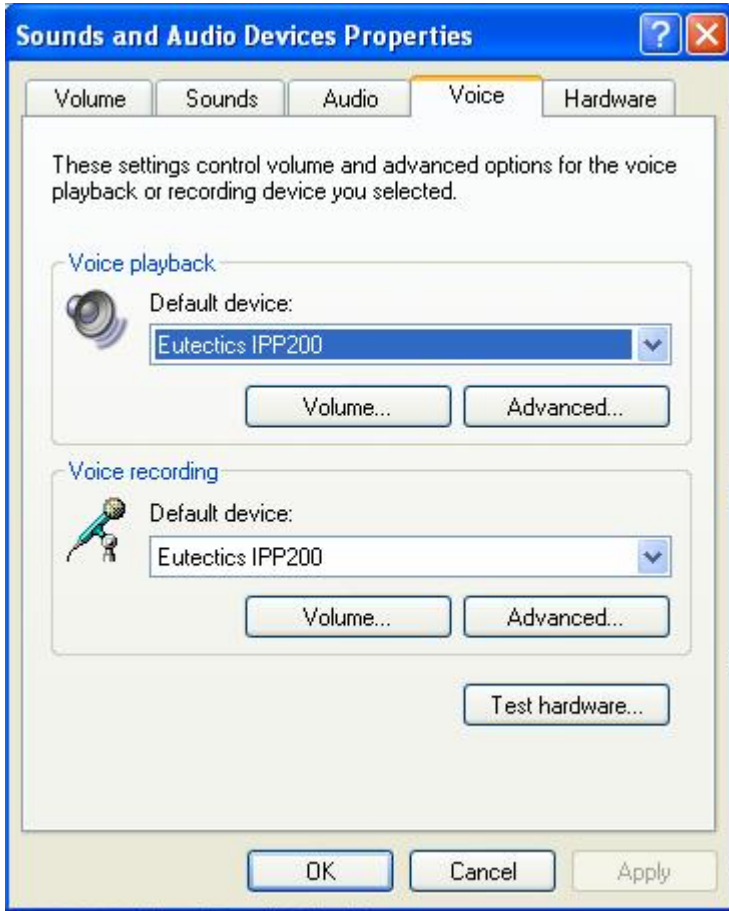
Select the SPEAKER icon from the system Tray (right hand corner) and RIGHT CLICK the mouse button on it. You may also select the SPEAKER icon from the Control Panel window.

Choose Adjust Audio Properties - the following dialog will appear.



In the Audio tab - choose the SOUND CARD device as the PLAYBACK (so your normal PC sounds will come from the Speakers of the PC)

Also check the **Use Only Default Devices** box in the lower left corner.



In the Voice tab choose the Eutectics Device (IPP200 in the above example) as the Playback and Recording - also click on the Volume Button and adjust the master volume to the highest level (you can make it lower later if desired).

The Sound Levels adjustment is complete – you can close the dialog. You should now have no problem hearing the other party.

Models & Features Matrix

| Models Matrix |  IPP200 |  IPP201 |  IPP200T |  IPP400 |  IPP520 |  IPP2000 |
|----------------------|---|---|--|---|--|--|
| <i>Avaya</i> | OK | OK | OK | OK | OK | OK |
| <i>Cisco</i> | OK | OK | OK | OK | OK | OK |
| <i>Nortel</i> | OK | OK | OK | OK | OK | OK |
| <i>3Com</i> | OK | OK | OK | OK | OK | OK |
| <i>Microsoft OCS</i> | OK | OK | OK | OK | OK | OK |
| <i>Ericsson ECC</i> | OK | OK | OK | OK | OK | OK |
| <i>Siemens</i> | OK | OK | OK | OK | OK | OK |
| <i>Toshiba</i> | Not Tested | Not Tested | OK | OK | OK | Not Tested |
| <i>Yahoo</i> | OK | OK | OK | OK | OK | OK |
| <i>Skype</i> | OK | OK | OK | OK | OK | OK |
| <i>Counter Path</i> | OK | OK | OK | OK | OK | OK |
| <i>IP Blue</i> | OK | OK | OK | OK | OK | OK |
| <i>ShoreTel</i> | OK | OK | OK | NO | NO | NO |
| <i>Alcatel</i> | OK | OK | OK | Check with Mfg | Check with Mfg | Check with Mfg |
| <i>Aastra</i> | OK | OK | OK | Check with Mfg | Check with Mfg | Check with Mfg |
| <i>Swyx</i> | OK | OK | OK | No Support | No Support | No Support |
| <i>DeTeWe</i> | OK | OK | OK | Not Tested | Not Tested | Not Tested |
| <i>Media Streams</i> | OK | OK | OK | Not Tested | Not Tested | Not Tested |

| | | | | | | |
|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <i>Vertical Networks</i> | Please Enquire | Please Enquire | Please Enquire | Please Enquire | Please Enquire | Please Enquire |
| <i>EyeP Media</i> | Please Enquire | Please Enquire | Please Enquire | Please Enquire | Please Enquire | Please Enquire |
| <i>Sphere</i> | OK | OK | OK | OK | OK | OK |
| <i>Crystal Voice</i> | OK | OK | OK | OK | OK | OK |
| <i>Oaisys</i> | OK | OK | OK | Not Tested | Not Tested | OK |
| <i>Firefly</i> | Please Enquire | Please Enquire | Please Enquire | Please Enquire | Please Enquire | Please Enquire |
| <i>SNOM</i> | OK | OK | OK | OK | OK | OK |
| <i>DIAX</i> | OK | OK | OK | OK | OK | OK |
| <i>Google</i> | OK | OK | OK | OK | OK | OK |
| <i>SJ Phone</i> | OK | OK | OK | Not Tested | Not Tested | Not Tested |

Eutectics API and Toolkit

Eutectics provides a full API and Toolkit for its devices – enabling softphone vendors to provide their own integrations and custom interfaces to our devices.

The API and toolkit is available free of charge when you complete an MNDA and file it with the Support department. The details are on the main integration page – given above.

Unsupported Softphones

Below is a list of currently unsupported softphone applications. This is not an exhaustive list but if your phone is listed then the Eutectics devices will only function as Audio endpoints – and will not provide hookswitch or ringer functionality.

- Tenovis
- Mitel
- British Telecom
- SIP Quest
- Comcast
- EyeBall



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- Iwatsu
- Alitgen
- Fidelity
- Aspect
- Erricson
- Philips
- Rockwell
- Intercom
- Call Comm
- Net Sapiens
- Zultys

Please contact your Eutectics representative – either at support@eutecticsinc.com or at the number for your regional office if you would like to enquire about a Eutectics custom integration for your softphone.

As always Eutectics will make the best effort to support our customers and enquiries are always welcome.

Eutectics Support Department